

Online Enrollment *and* Billing

Administration with the click of a button



Jesus Hao
Health Net



Health Net®



Online enrollment and billing makes it quick and easy to manage enrollments and changes, pay your bills, and run reports at **www.healthnet.com** – all with a single sign-on. Also, have peace of mind knowing your employees' details are managed with the latest security and privacy technology.

Enrollment management

At **www.healthnet.com**, you have the tools to enroll employees and dependents, update their information, and either cancel or reinstate coverage. You can perform detailed searches by other criteria, including Social Security number, name, enrollment status, and more.

And your employees will appreciate how much you can help them, too. Once they're enrolled, you can update employee and dependent information – like names, marital status, contact information, and more.

Canceling coverage is just as convenient, and built-in safeguards protect your employees against accidental cancellation. You can also transition employees to COBRA in a matter of minutes. To cancel coverage, you follow the same search procedure as mentioned above.

The reinstatement feature saves you time by retaining all of the insured's information so you don't have to repeat data entry when reinstating coverage.

Billing

Say goodbye to cumbersome paper bills and searching for previous invoices. Now you can view and pay your bills online, anytime.

It's all in the details

Your online bill contains all the information you get in a paper bill, but with the new online capabilities you can now easily sift through all the details.

- See employees' and dependents' enrollment status for a more complete view of account activity.
- Make adjustments to your employee roster.
- Update your payment amount due (subject to verification).
- Disable/enable paper billing.

Please note, groups that enroll through SHOP:

- Will not have the "Pay My Bill" tab available. Bills must be paid through the Exchange.
- Will only have viewing privilege on the "Manage Enrollment" tab. Any changes must be submitted through the Exchange.

Hassle-free payments

Paying your bills at www.healthnet.com is easy. You can schedule one-time payments or set up recurring payments with any combination of accounts and amounts. It's quick and secure, and you're done in minutes.

You even have the ability to nickname your account and then simply select your payment method in the future. And you can go in and update your account whenever you want.

Plus, check on transaction status, get bills via email and stop receiving paper bills by mail.

Reporting

Reports. We all have to do them, but www.healthnet.com makes it quicker and easier. You'll get results in 24 hours or less for up to two years of account activity.

Select from standard reports or customize them for your needs. Request one-time reports or set up recurring reports for ongoing executive meetings. You have the ability to choose from a variety of rosters, generate reports by group name and even establish subsections within those groups. If you like, we'll even send you a notification when your report is ready – Simply select this option when you generate your report.

Your reports are kept at www.healthnet.com for up to 30 days, or you can download or print them for easy reference. Plus, edit recurring reports and modify them by any of the initial report criteria.

Managing your account

You're in the driver's seat when it comes to setting up and managing access to www.healthnet.com. We give you control over who accesses what information in your company.

With online enrollment and billing, you can:

- Enroll employees and dependents.
- Cancel and reinstate coverage.
- Pay bills online and schedule payments.
- Manage multiple payment options.
- Run billing and enrollment reports.

Primary client administrators can set up secondary users – like accounting, human resources or corporate. Here's a quick overview of the different account types available to our employers at www.healthnet.com.

Primary client administrator

One primary client administrator is established per employer at initial enrollment. Once the internal Health Net system administrator sets up access, primary client administrators will receive an email that includes a registration "key" and instructions about how to register at www.healthnet.com. In addition to all online enrollment and billing features for their entire organization, they can set up one secondary client administrator, group administrator(s) and delegate(s).

Secondary client administrator

The secondary client administrator may have access to the same functions and features as the primary client administrator, or the primary client administrator may limit this access.

(continued)

Group administrator

Primary and secondary client administrators can establish any number of these accounts. Group administrators' application functionality access and notification preferences are set up either by the primary or secondary client administrator. Group administrators may create delegate user accounts.

Delegate user

These users have access to the application functionality and notification preferences based on the access that was granted by any one of the above administrators. A third party administrator is an example of a delegate user.

How to get started

Primary client administrators can create a user account by logging in to www.healthnet.com. From there, you will enter information to:

- create a user profile,
- grant access privileges, and
- set notification preferences.

If you're a first-time user, please register at <https://www.healthnet.com/portal/employer/registerClientAdminKey.ndo> using either your alphanumeric group number (example: G123A) or your policyholder ID. (If your policyholder ID number is less than 9 digits, please add preceding zeros as shown in this example: Policyholder ID "1234" would become "000001234.")

Once you're logged in to www.healthnet.com, go to *Employers*, then click on *Manage My Enrollment* or *Pay My Bill* to begin using these features. (See our webpage screenshot inside.)



So log in today and start taking care of your Health Net business smarter, faster and easier with online enrollment and billing.

We're here to help

Our dedicated team of professionals are here to support you:

- In California, customers can call:
Small Business Groups:
1-800-224-8808, option 3.
- All other group sizes in California:
1-800-909-6362.
- Oregon and Washington customers can call 1-800-547-2967, option 4.

Or go online to www.healthnet.com and click on *Contact Us*.

For groups in California who enrolled through SHOP, go to www.coveredca.com.